Distribution of Enquiries / Complaints

Organisations		Enquiries	Complaints
Agriculture, Fisheries and Conservation Department	(AFCD)	70	41
Airport Authority	(AA)	5	4
Architectural Services Department	(Arch SD)	31	19
Auxiliary Medical Service	(AMS)	0	1
Buildings Department	(BD)	282	135
Census and Statistics Department	(C & SD)	6	7
Civil Aid Service	(CAS)	1	4
Civil Aviation Department	(CAD)	1	3
Civil Engineering Department	(CED)	12	7
Companies Registry	(CR)	21	12
Correctional Services Department	(CSD)	47	328
Customs and Excise Department	(C & ED)	77	33
Department of Health	(DH)	58	42
Department of Justice	(D of J)	14	18
Drainage Services Department	(DSD)	42	30
Education Department	(ED)	245	104
Electrical and Mechanical Services Department	(E & MSD)	26	13
Employees Retraining Board	(ERB)	18	5
Environmental Protection Department	(EPD)	73	45
Equal Opportunities Commission	(EOC)	30	8
Fire Services Department	(FSD)	47	22
Food and Environmental Hygiene Department	(FEHD)	475	436
General Office of the Chief Executive's Office	(GOCEO)	0	11
Government Laboratory	(Govt Lab)	1	0
Government Land Transport Agency	(GLTA)	2	0
Government Property Agency	(GPA)	17	26
Government Secretariat	(GS)	94	109
Government Supplies Department	(GSD)	10	5
Highways Department	(Hy D)	68	35
Home Affairs Department	(HAD)	99	276
Hong Kong Arts Development Council	(HKADC)	4	2
Hong Kong Examinations and Assessment Authority	(HKEA)	17	10
Hong Kong Housing Authority	(HKHA)	57	51
Hong Kong Housing Society	(HKHS)	56	33
Hong Kong Monetary Authority	(HKMA)	26	14
Hong Kong Observatory	(HKO)	2	1
Hong Kong Sports Development Board	(HKSDB)	7	5
Hospital Authority	(HA)	321	144
Housing Department	(HD)	886	441
Immigration Department	(Imm D)	216	84
Information Services Department	(ISD)	1	0
Information Technology Services Department	(ITSD)	1	1
Inland Revenue Department	(IRD)	147	66

Table 3

Organisations		Enquiries	Complaints
Intellectual Property Department	(IPD)	6	4
Judiciary Administrator	(JA)	242	70
Kowloon-Canton Railway Corporation	(KCRC)	38	21
Labour Department	(LD)	258	75
Land Registry	(LR)	6	6
Lands Department	(Lands D)	241	204
Legal Aid Department	(LAD)	217	83
Legislative Council Secretariat	(LCS)	2	1
Leisure and Cultural Services Department	(LCSD)	176	130
Mandatory Provident Fund Schemes Authority	(MPFSA)	68	13
Marine Department	(MD)	21	13
Office of the Telecommunications Authority	(OFTA)	31	15
Official Receiver's Office	(ORO)	59	29
Planning Department	(Plan D)	8	15
Post Office	(PO)	97	56
Privacy Commissioner for Personal Data	(PCO)	28	15
Radio Television Hong Kong	(RTHK)	10	6
Rating and Valuation Department	(RVD)	47	23
Registration and Electoral Office	(REO)	1	1
Securities and Futures Commission	(SFC)	30	16
Social Welfare Department	(SWD)	360	132
Student Financial Assistance Agency	(SFAA)	94	15
Television and Entertainment Licensing Authority	(T & ELA)	10	12
Territory Development Department	(TDD)	10	11
Trade and Industry Department	(TID)	14	6
Transport Department	(TD)	216	159
Treasury	(Try)	6	4
University Grants Committee	(UGC)	0	1
Urban Renewal Authority	(URA)	28	15
Vocational Training Council	(VTC)	25	11
Water Supplies Department	(WSD)	196	117
Total		**6,158**	**3,910**

Note 1. The total number of enquiries and complaints received in Table 1 are 14,298 and 4,382 respectively. They are different from the figures shown in Table 3 for the following reasons:

- An enquiry / complaint involving more than one organisation is shown against each of the organisation.
- Enquiries / complaints involving bodies outside The Ombudsman's jurisdiction are not shown.

Note 2. Organisations under Schedule 1 to The Ombudsman Ordinance with no enquiries/complaints received in the reporting year are not shown.

Note 3. On 28 February 2003, the functions of the Education Department (ED) were transferred to the Education and Manpower Bureau (EMB) and the department ceased to exist. Complaints against ED on and after this date were treated as complaints against EMB and counted towards Government Secretariat.